

ASTRP.235RC2

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Charles D. Lanier, et al.
App. No. : 09/375,867
Filed : August 17, 1999
For : INTELLIGENT HELP SYSTEM
Examiner : Todd D. Ingberg

RECEIVED
CENTRAL FAX CENTER
MAY 12 2005

THIRD STATUS LETTER

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Our file for the subject application reveals that there has been no action in this application since we filed the "Response to January 16, 2003 Office Action" on May 16, 2003. We also filed two separate "Status Letters" on November 13, 2003 and May 12, 2004 and received no response.

Please inform us as to the status of this application.

Respectfully submitted,

KNOBBE, MARTENS, OLSON & BEAR, LLP

Dated: May 12, 2005By: David N. Weiss

David N. Weiss
Registration No. 41,371
Attorney of Record
Customer No. 20,995
(310) 551-3450

1708385/051105

Knobbe Martens Olson & Bear LLP

Intellectual Property Law

RECEIVED
CENTRAL FAX CENTER
MAY 12 20052040 Main Street
Fourteenth Floor
Irvine, CA 92614
Tel 949-760-0404
Fax 949-760-9502
www.kmob.com**USPTO FACSIMILE TRANSMITTAL SHEET**

Page 1 of 1

Docket No.: ASTRP.235RC2

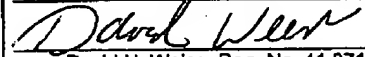
CUSTOMER NO. 20995

Applicant : Charles D. Lanier, et al.
App. No. : 09/375,867
Filed : August 17, 1999
For : INTELLIGENT HELP SYSTEM
Examiner : Todd D. Ingberg
Group Art Unit : 2124

CERTIFICATE OF FAX TRANSMISSION

I hereby certify that this correspondence and all marked attachments are being transmitted via facsimile to the **USPTO** Central Fax No. (703) 872-9306 on the date shown below.

May 12, 2005


David N. Weiss, Reg. No. 41,371

Transmitted herewith for filing and consideration in the above-referenced application are the following items:

- (X) Third Status Letter in 1 page.
(X) Total pages in transmission: 2

The Commissioner is hereby authorized to charge any additional fees which may be required, now or in the future, or credit any overpayment to Account No. 11-1410.



David N. Weiss
Registration No. 41,371
Attorney of Record
Customer No. 20,995
(310) 551-3450

1708410
051105San Diego
619-235-8550San Francisco
415-954-4114Los Angeles
310-551-3450Riverside
951-781-9231San Luis Obispo
805-547-5580